

VIRGINIA RELAY SERVICE
Customer Contact Report
(November, 2001)

I. Commendations	Voice	TTY	Total
CA/OPR Related	4	3	7
Relay/OSD Related			
Other			
Total Commendations	4	3	7
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)		1	1
Equipment			
Disconnect			
Answer/Wait Time		3	3
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate	1	4	5
Scope of Service			
Other (Misc)			
Total Complaints	1	8	9
III. Inquiries/Comments	Voice	TTY	Total
General Information	1		1
Outreach/Marketing			
Explain Relay	1		1
TTY Distrib/Purchase	1		1
LEC Service			
Billing/Rate	2	2	4
Computer Settings			
Technical Related	2	2	4
Other	5	3	8
Total Inquiries/Comments	12	7	19
Grand Total	17	18	35

AT&T PROPRIETARY
Use Pursuant to Company Instructions